

## Job Description

### Exercise Referral Coordinator

<b>Salary:</b>	Grade 5
<b>Contract:</b>	Full time ongoing
<b>Location:</b>	Canterbury Campus
<b>Responsible to:</b>	Lead Sports Physiotherapist
<b>Responsible for:</b>	Student Placements
<b>Job family:</b>	Administrative, professional and managerial

#### Job purpose

Kent Sport is the department responsible for physical activity and wellbeing at the University of Kent. The department supports students, University staff and members of the public through facilities and services delivered on the Canterbury Campus. Kent Sport is actively seeking to recruit an Exercise Referral Coordinator to prioritise, administrate and facilitate referral pathways and time allowing, support the wider fitness team to deliver a variety of health and wellbeing activities and sessions.

The role holder forms part of the wider Health and Fitness Team and is responsible for coordinating the delivery of the established Exercise Referral Scheme. The role holder will work closely with the Kent Sports Clinic team supporting delivery of new and existing special population group sessions including Cardiac Rehabilitation and other clinical sessions.

The role holder will support the development and implementation of an ongoing wellbeing and physical activity engagement strategy for students, University staff and public members with a focus on clients referred through the existing partnerships and pathways via internal and external stakeholders.

As part of the Health and Fitness Team, the role holder will, where possible support daily operations in the Fitness Suite and Group Exercise Studio with generic floor prescription and practice as and when required supporting Kent Sports' mission to be instrumental in the planning and delivery of a holistic health and wellbeing programme at the University of Kent.

This role will include the delivery of Exercise Referral Group Exercise programmes as well as the Cardiovascular Prevention and Rehabilitation programme alongside an established annual calendar of other health and fitness events or promotions to support the wider departmental strategy.

#### Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Coordinate the delivery of the Exercise Referral Scheme supporting student, staff and public referrals through various pathways and partnerships.
- Support Kent Sport's departmental strategy to engage the University community and be instrumental in the planning and delivery of a holistic health and wellbeing programme at the University of Kent creating participation opportunities in an inclusive and welcoming environment for all.
- To coordinate and deliver special population and group exercise sessions as part of regular timetables alongside specialist clinical delivery for targeted groups.

- Enhance the student experience by coordinating established and new referral pathways to support access to physical activity and wellbeing.
- Support the student and staff health and wellbeing agenda by providing a variety of referral pathways to support inclusive access to physical activity and wellbeing.
- Coordinate outreach and engagement with the local community promoting existing and new services to promote physical and mental wellbeing.
- Work collaboratively with the Kent Sports Clinic to support existing and new initiatives to develop clinical services and exercise referral pathways and activity.
- Support Health, Fitness and Studio operations through Fitness Suite supervision, health and fitness appointment delivery and group exercise instruction.
- To broaden the delivery and outreach of the Exercise Referral Scheme through engagement with internal and local external stakeholders promoting access to physical activity and wellbeing.
- Work closely with key local community facilitators and service providers to promote Kent Sport facilities, services and clinical pathways.
- Support the overarching Kent Sport strategy to be instrumental in the planning and delivery of a holistic health and wellbeing programme at the University of Kent.

## Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Responsibility for coordinating the Exercise Referral Scheme and supporting existing pathways whilst developing new opportunities and activities to support the departmental mission.
- Liaison with all Exercise Referral clients and enquiries as well as all stakeholders involved in the Scheme coordinating initial appointments, reviews and concluding sessions.
- Continuous personal professional development to maintain knowledge and qualifications to sustain status for acute exercise prescription alongside health and wellbeing advice and guidance for all clients.
- Timetabling Exercise Referral and associated clinical appointments and sessions in partnership with internal and external stakeholders balancing wider health, fitness, studio and clinic activities.
- Upholding data protection policies and client confidentiality along with necessary information sharing to support the delivery of the Exercise Referral Scheme and associated activities and initiatives.
- Process and analyse data and information appropriately to identify trends and service delivery opportunities to expand the referral provision whilst supporting the University's wider wellbeing agenda.

## Facts & figures

Kent Sport has over 12,500 registered members with the average term-time Fitness Suite attendance is over 1000 visits a day. The Fitness Team receive between 1-5 new referrals from both multiple pathways and partners each week during term time. The Health and Fitness Team including the Exercise Referral Coordinator are customer facing throughout the day in both the Fitness Suite and Studio delivering appointments, classes and additional services for the membership cohort.

There is an expectation for the post holder to complete generic cleaning and maintenance of the health and fitness equipment and to report any defects accordingly. There is a responsibility of contracted staff to support timesheet counterparts in service delivery and understanding service expectations.

The role reports directly to the Health, Fitness & Performance Manager and will also work closely with the Sports Clinic Physiotherapist to support clinical delivery and is therefore commensurate of any other duties as assigned by this line management partnership.

## Internal & external relationships

**Internal:** Students, Staff, Internal Referral Stakeholders (Kent Sports Clinic, School of Sport & Exercise Science, Student Support & Wellbeing, Occupational Health, University Medical Centre), Kent Union, Campus Community & College Life Team

**External:** Kent Sport public/community members, Exercise Referral Stakeholders (NHS medical practices, private clinics and community group/charities), National Governing Sports Bodies.

## Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- A moderate personal fitness level is expected to perform this role
- Repetitive limb movements
- Supporting clinical activities including client health screening and monitoring
- Contact with Human fluids (blood, saliva etc) whilst cleaning / providing first aid
- Regular use of Screen Display Equipment
- There will a requirement to work evenings and weekends on a rota shift pattern

## Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

### Essential Criteria:

- A professional qualification in health and fitness (Level 2/3 Fitness Instructor/PT) (A)
- A current and valid qualification in Exercise Referral delivery (A)
- A current and valid qualification to deliver Cardiovascular Prevention and Rehabilitation programmes (A)
- Experience of working closely with special population clients (A / I)
- Experience of planning, delivering and coordinating an Exercise Referral Scheme (A / I)
- Proven experience of working in a dynamic and service driven health and fitness environment supporting clients with a variety of needs (A / I)
- Practical understanding and experience of health and fitness training principles and exercise prescription (A/ I)
- Excellent interpersonal skills: communication, leadership, adaptability, understanding others (I)
- Ability to liaise, communicate and negotiate effectively with internal and external stakeholders (I)
- An awareness and understanding of inclusive and accessible needs to support a fully inclusive physical activity programme (I)
- Knowledge and understanding of using current fitness equipment to help achieve client goals including free weights and adapted training techniques (I / T)
- Knowledge and understanding of barriers to participation in physical activity and experience of overcoming these challenges (I / T)

- Commitment to deliver and promote equality, diversity and inclusivity through excellent customer service upholding Kent Sport brand values and KPI's (I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)

**Desirable Criteria:**

- Group Exercise qualifications with experience of leading various sessions and class formats designed for a variety of clients (A / I)
- Experience of coaching or personal training working with a variety of clients (A / I)
- An understanding of wellness concepts and inclusive actions plans for the provision of physical activity for all (A / I)
- Experience of equipment maintenance, health and safety, generic risk assessment and implementing risk mitigations (A / I)
- A passion for working in a team working towards a common objective with a flexible approach to working within a shift pattern supporting operational needs (A / I)

*Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage*